

CLAIMS

1. A communications system, comprising:
  - a data network;
  - a monitored terminal coupled to the network for communicating by sending and receiving data over the network;
  - a monitoring terminal for monitoring user activity on the monitored terminal;
  - a graphical proxy server in communication with the monitored terminal and with the monitoring terminal for:
    - 10 sending graphical commands to implement a graphical interface on the monitored terminal;
    - sending graphical commands to the monitoring terminal indicative of actions taken on the monitored terminal.
2. The communications system of claim 1 wherein the monitored terminal communicates voice signals over the data network using packetized data.
3. The communications system of claim 2 wherein the voice signals are also stored in an audio file.
4. The communications system of claim 1 wherein user actions on the monitored terminal are displayed on the monitoring terminal in real-time.
5. The communications system of claim 1 wherein the graphical commands indicative of action taken on the monitored terminal are stored in a file.
6. The communications system of claim 5 wherein the graphical commands indicative of action taken on the monitored terminal are time stamped.

7. The communications system of claim 1 wherein presence information is sent from the monitored terminal to the graphical proxy server.

8. The communications system of claim 7 wherein the monitoring terminal receives presence information from the graphical proxy server.

5 9. A method of communicating over a data network, comprising the steps of:

sending graphical commands from a graphical proxy server coupled to the data network to implement a graphical interface on a monitored terminal coupled to the data network;

10 sending graphical commands to a monitoring terminal coupled to the data network, where the graphical commands are indicative of actions taken on the monitored terminal.

15 10. The method of claim 9 and further comprising the step of communicating voice signals from the monitored terminal over the data network using packetized data.

11. The method of claim 10 and further comprising the step of storing the voice signals in an audio file.

12. The method of claim 9 and further comprising the step of displaying user actions on the monitoring terminal in real-time.

20 13. The method of claim 9 and further comprising the step of storing graphical commands indicative of action taken on the monitored terminal in a file.

25 14. The method of claim 13 and further comprising the step of time-stamping graphical commands indicative of action taken on the monitored terminal.

15. The method of claim 9 and further comprising the step of sending presence information from the monitored terminal to the graphical proxy server.

16. The method of claim 15 and further comprising the step of receiving presence information from the graphical proxy server in the

5 monitoring terminal.